



Job Opportunity

State Controller's Office

Position: Staff Services Manager I (Supervisor)

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: May 15, 2007

Final Filing Date: Until Filled

Contact/Telephone:

Maria Martinez, (916) 327-9469

* Free Parking Provided

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

California Relay Service: 1-800-735-2929

Position Number(s): 051.550.4800.023
Ref 0514.CSU1

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

Under the general direction of the Chief of the Consumer Services Section, in the Bureau of Unclaimed Property, the incumbent is responsible for managing, planning, directing and controlling the activities of the Claim Evaluations Unit. This unit evaluates and approves claims for unclaimed property, performs quality assurance of claims activity, oversees studies and analysis conducted to improve procedural and program efficiencies, compiles and evaluates data to develop trends and analysis, and determines training needs.

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Convey to staff their roles, responsibilities, standards, procedures, policies and guidelines for conduct and performance of tasks;
- Maintain, support, and incorporate effective personnel management practices in all aspects of managing and supervising staff;
- Hire and train staff;
- Evaluate employee performance and prepare probationary reports;
- Develop and monitor production and staffing plans to ensure that claims for unclaimed property are evaluated and approved within the 180-day legal requirement;
- Approve high value claims for payment;
- Provide guidance to staff with the most complex and sensitive claims;
- Manage workloads by ensuring that adequate systems are in place to maintain accurate inventory and aging data;
- Redirect resources and determine other appropriate actions when backlogs occur;
- Maintain daily management information reports, ensure responses to inquiries are accurate and



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consistent, protect the integrity of information released to the public and the quality of service provided is courteous and professional;

- Evaluate current program operations, initiate, and oversee projects to improve the processes within the group and monitor activities to ensure conformity with goals and policies;
- Serve as a member of the Unclaimed Property management team in developing solutions to issues and business plans.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

Attn: Maria Martinez

Reference 051.550.4800.023.0514.CSU1 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).